

# Missouri State Rehabilitation Council

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Tyrone Flowers



Lois Prettyman



Allan Tervo

## 2007 Annual Report

December 2007

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# Mission Statement

(Adopted Nov. 4, 1999)



## Missouri State Rehabilitation Council

### Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

### Our Mission

To ensure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

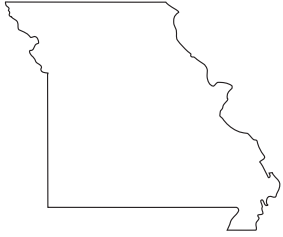
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

### Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to ensure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act and the Individuals with Disabilities Education Act.



# MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109  
Phone: (573) 751-3251 ■ TTY: (573) 751-0881 ■ Facsimile: (573) 751-1441

**Jason Eftink**  
Chairperson  
Jackson

**Susan Adrian**  
Vice Chairperson  
St. Louis

**Penny Adams**  
St. Joseph

**Linda Benoit**  
Black Jack

**Tammy Honse Chute**  
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St. Charles

**James Terrill**  
Centralia

**Greg Wingert**  
Lohman

**C. Jeanne Loyd**  
Assistant Commissioner  
Ex Officio Member  
Jefferson City

December 31, 2007

The Honorable Matt Blunt  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Blunt:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2007. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each Council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved populations in Missouri and to exploring additional methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the Council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Susan Adrian  
Vice Chairperson

# State Rehabilitation Council Members



**Jason Eftink**  
Jackson  
Chairperson



**C. Jeanne Loyd**  
Jefferson City  
Ex Officio Member  
MDVR's Assistant Commissioner



**Susan Adrian**  
St. Louis  
Vice Chairperson



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Mexico



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St. Charles



**Jim Terrill**  
Centralia



**Greg Wingert**  
Lohman

# Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The Council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Division of Vocational Rehabilitation
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The Council is responsible for reviewing, analyzing and advising the Division of Vocational Rehabilitation (VR) regarding its performance on such issues as eligibility, services provided to consumers and any other functions affecting people with disabilities.

During FY07, the Council was actively involved in a significant number of activities with the division. Council members:

- met with division staff and community rehabilitation programs regarding the status of innovation and expansion activities with services for Hispanic consumers.
- provided recommendations to the division on policy revisions and newly filed administrative rules.
- coordinated activities with other councils and agencies including the State Independent Living Council, the Missouri Training and Employment Council, the Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education, the Governor's Council on Disability, and the Client Assistance Program.
- attended and participated in division public hearings to provide input on the state plan.
- assisted the division with evaluating consumer satisfaction feedback and provided recommendations based on this feedback.
- participated in the Council of State Administrators of Vocational Rehabilitation national meeting in Washington, D.C.
- analyzed and provided recommendations to the division regarding state plan assessment of needs, goals, priorities, performance indicators and the comprehensive system of personnel development.
- assisted division staff in preparing the Council's 2007 annual report.
- provided comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to waiting lists (Order of Selection).
- educated Missouri's U.S. representatives and U.S. senators on the division's implementation of waiting lists (Order of Selection) and the impact these waiting lists have on people with disabilities.
- worked jointly with the division to review and approve a new Impartial Hearing Officer.

# Mission Statement

## Missouri Department of Elementary and Secondary Education

### Division of Vocational Rehabilitation

*“Making a positive difference through education and service”*

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools and citizens.

We provide leadership and promote excellence. We:

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We:

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.

**D. Kent King**  
Commissioner of Education



**C. Jeanne Loyd**  
Assistant Commissioner  
Vocational Rehabilitation

## Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2007

The Honorable Matt Blunt  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Blunt:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2007. As required by federal regulation, this report provides information on the Missouri Division of Vocational Rehabilitation's employment program for persons with disabilities.

Due in part to the number of new applicants, rising service costs, and limited federal funding, the division has operated under an Order of Selection since FY04. As prescribed by the Rehabilitation Act, this requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available. Subsequent to the Order of Selection's implementation, the division has managed to reduce waiting lists and the duration of wait by approximately 80 percent.

During FY07, the division helped 4,280 individuals reach successful employment outcomes, which is an increase from last year. The division also met all required standards for Federal Performance Indicators and had a success rate of 67.7 percent for all individuals who received services and exited the program.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 5,500 students per year in 412 school districts. Last year, we assisted over 750 students in reaching their employment goals.

The program's customer satisfaction survey results and success rates are among the top in the nation, if not first.

The Council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the Council, and it has been my privilege to work with them this past year.

In closing, I, along with the Council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in cursive script that reads "C. Jeanne Loyd".

C. Jeanne Loyd  
Assistant Commissioner  
Missouri Division of Vocational Rehabilitation

# Highlights

## of the Vocational Rehabilitation Program

Important items to note from FY07 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **4,280** consumers with disabilities achieved successful employment outcomes.
- ▶ **27,029** eligible consumers worked with VR counselors.
- ▶ **98%** of successfully employed consumers had significant disabilities.
- ▶ **831** consumers were successfully employed through supported employment services.
- ▶ **754** eligible students who received Transition Services reached successful employment outcomes.
- ▶ **412** school districts signed Cooperative Work Experience Programs with VR.
- ▶ **\$47,744,112** is the total annual increase in income, from referral to closure, for 4,027 competitively employed consumers.

# Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation during federal fiscal year 2007 (Oct. 1, 2006 to Sept. 30, 2007).

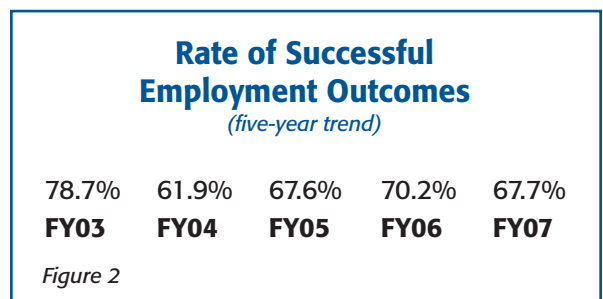
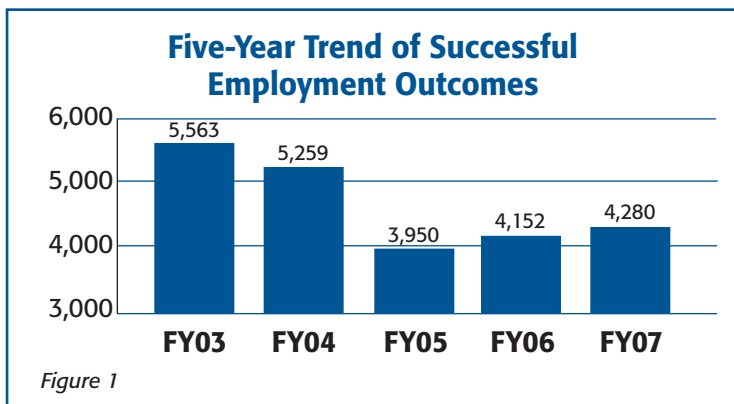
On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, VR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to VR and the number of consumers served.

During FY07, vocational rehabilitation counselors worked with more than 27,000 eligible people in various categories with an average daily census of almost 19,000. In FY07, 4,280 consumers had successful outcomes out of a total of 6,325 individuals leaving VR services. Figure 1 and Figure 2 illustrate the number of successful outcomes and the percentages of success during the past five years.

Figure 2 shows that more than 67 percent of consumers who received services with VR were successfully employed. This figure is a percentage of all eligible consumers leaving VR who received services. Previous research from the Department of Economics, University of Missouri-Columbia, shows that nearly 70 percent of these consumers will still be employed two years later.



Allan Tervo, former VR consumer, reached his employment goal in June 2007. He works as a legal assistant for the Missouri State Public Defender System in Fulton. Tervo would recommend working with VR: "Everyone is friendly and helpful."



## Agency Overview (continued)



The State Rehabilitation Council gathered Nov. 1, 2007, for its quarterly meeting at VR's Central Office in Jefferson City. Nine new members joined the Council in 2007.

### State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY07. VR receives state funds from General Revenue, Lottery and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

### Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The division continues to seek SSA reimbursements. As of Sept. 30, 2007, the division has received \$1,746,255. Figure 3 provides VR's reimbursement totals for the past five years.

<b>SSA Trust Fund Reimbursements</b> <i>(five-year trend)</i>				
\$1,056,480	\$1,972,458	\$942,701	\$2,024,975	\$1,746,255
<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>

*Figure 3*

## Agency Overview (continued)

### Consumer Satisfaction

Another priority for the division is consumer satisfaction with VR staff and services. The SRC is responsible for administering a consumer satisfaction survey (pages 27-29). The feedback is shared with division management, supervisors and counselors. This information is used as a tool to improve services, evaluate staff performance and determine training needs.

The division sends postage-paid survey cards to a random sample of closed cases — cases closed either before or after receiving services. To avoid influencing consumers' responses, the surveys are mailed from one central location by an individual other than a counselor or support staff.

During FY07, the division surveyed over 1,900 individuals, a sample representative of all consumers who received services and exited the program. Of these individuals, 96 percent felt they were treated with respect, and 93 percent indicated they were involved in making choices concerning their employment goals and services.

A pilot project is currently underway in the Rolla, Farmington, St. Louis South and Kansas City North VR offices. This project measures consumer satisfaction immediately after the initial plan period. The results of the pilot project give the division an idea of consumers' satisfaction at the time of service delivery. In FY07, survey results were positive with response rates exceeding 40 percent. Of the 263 responses, 98 percent of the respondents felt that they were treated with respect and that VR staff had acted in their best interest.

### Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for several strategic plan issues. The following teams meet on an ad hoc basis: Community Rehabilitation Providers/Vocational Rehabilitation, Transition, Cultural Diversity and VR-Navigator. As a result, many recommendations, which can be found throughout the report, have been implemented to improve services for people with disabilities.



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Evelyn Austin, a Community Work Incentive Coordinator in St. Louis, speaks to the State Rehabilitation Council during its May meeting. Austin works with the Work Incentives Planning and Assistance program, which assists Social Security beneficiaries with disabilities who are interested in working.

# Interagency Cooperation

## Division of Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development centers across the state. The Missouri Training and Employment Council (MTEC) is the state board that oversees Workforce Development.

The workforce development system is a partnership of mandated federal, state and local agencies providing services in “one-stop shops” known as Missouri Career Centers. The centers, which are located in 14 workforce regions in Missouri, offer job training and skills development programs to all citizens who want assistance with gaining employment. VR is a key partner and works closely with the Career Centers to provide program accessibility, physical accessibility to and from the centers (including job sites) and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to Career Center staff on accommodations in the workplace.

A full-time VR supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of WIA are followed. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards. There is also a VR-Navigator Team that addresses WIA issues and works to strengthen the Workforce Development/VR relationship. The team is composed of five VR supervisors and five disability navigators. Navigators work in Career Centers, in each workforce region, to help consumers navigate through the various employment programs and services, to conduct outreach to the disability community, to offer information on SSA work incentives, and to serve as a recourse to center staff.

## Department of Mental Health

In October 2006, the Substance Abuse and Mental Health Services Administration awarded a Mental Health Transformation Grant to Missouri totalling \$14 million over a five-year period. The grant addresses weaknesses at the state and federal levels in mental health care as identified by President Bush in his “New Freedom Commission on Mental Health” report, issued July 2002. Mental Health Transformation involves moving the mental health system from one that is disability-based to one built on public health principles.

During the grant’s first year, the focus was on the creation of a Comprehensive State Mental Health Plan by the Transformation Leadership Workgroup. Gov. Matt Blunt’s Executive Order 06-39 established the workgroup, which is comprised of consumers, family members and senior leaders from the Departments of Mental Health, Social Services, Health and Senior Services, Corrections, Public Safety, and Elementary and Secondary Education. Jeanne Loyd, associate commissioner of VR, represents the Department of Elementary and Secondary Education.

Some of the plan’s initiatives include:

- services established on evidence-based practices in mental health.
- early and frequent benefits planning for consumers.
- removal of barriers in housing and transportation.
- a holistic view of physical and mental health.
- a Comprehensive Childrens’ Mental Health system.

## Interagency Cooperation (continued)

### Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs)\* to provide direct services to people with disabilities.

The 2008-2010 state plan developed by VR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC created a new outcomes-based measurement tool for the CILs. The new tool measures consumer satisfaction using a telephone survey as opposed to the mailed surveys previously used. In 2006, the CILs telephoned a random sample of 2,577 consumers (both active and inactive) concerning satisfaction in areas such as skills training, personal assistance and technology services. Survey results revealed that 98 percent of respondents were satisfied with independent living skills training. Ninety-seven percent of respondents were satisfied with personal assistance and technology services.

During 2007, SILC was involved in a number of activities designed to address the independent living needs of people with disabilities. In April, SILC participated in the 2007 Power Up Conference and Expo held in Columbia, Mo. SILC members helped with sessions, facilitated discussions and were guest speakers. In addition, SILC held public hearings with VR in January and February to gather input on the state plan. In order to reach a larger number of centers statewide, SILC held two of its council meetings in Springfield and Nevada.

The CILs have developed innovative services for communities around the state. For example:

- One CIL developed a literacy program for disabled youth and adults.
- One CIL partnered with the Lion's Club and Habitat for Humanity to construct an accessible home for a family in southern Missouri.
- Two CILs provide weekly American Sign Language (ASL) courses for consumers and the community.
- Two CILs worked with area county clerks' offices to hold demonstrations of accessible voting equipment.
- One CIL developed a public access program called "Independently Speaking," which is a community outreach and education program produced by a local university with student consumers and CIL staff collaboration.

\* See page 33 for CIL listings.

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The Statewide Independent Living Council (SILC) met for its quarterly meeting Nov. 16, 2007, in Jefferson City. Pictured at right (from the foreground to the background and then to the right): Michael Keller, SILC member; Stephanie Brady, SILC chairperson; Gary Maddox, SILC member; Gary Moll, VR director of Independent Living Services; Kelly Flaughter, VR coordinator of Independent Living Services; Jim Brinkmann, ex officio SILC member; and Tammy Schlote, VR administrative assistant.



# Transition Services

Transition Services assist students with disabilities in the secondary school setting to successfully prepare them for transitioning into postsecondary education, integrated employment (which includes supported employment) or vocational training. VR continues to work closely with the Division of Special Education in coordinating, planning and providing transition services.

The Transition Team, composed of VR staff and special education personnel at both the state and local levels, provides support and technical assistance regarding transition-related activities and services for students with disabilities. The team continues to work on issues pertaining to the following charges outlined by the assistant commissioner:

**Charge No. 1:** Develop strategies to increase overall success rates of students with disabilities participating in cooperative school-to-work programs.

**Charge No. 2:** Develop strategies to increase overall participation of students with disabilities participating in cooperative school-to-work programs.

**Charge No. 3:** Develop methods to measure student participation in all transition services.

**Charge No. 4:** Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.

- In accordance with Charges No. 1 and No. 2 listed above, VR works to improve and expand the Cooperative Work Experience Program (COOP) for students with disabilities. During FY07, 412 of 449 (K-12) school districts in the state were operating COOP programs. VR counselors worked with 5,514 students prior to graduation in FY07, and 867 of those students also participated in the VR COOP program. Of all the eligible transition students who received VR services and exited the program, 754 reached successful employment outcomes leading to an overall success rate of 72 percent.
- In striving to improve and expand the quality of transition assessment services for students with significant disabilities, VR provides support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY07, approximately 298 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 208 different school districts and 30 various CRPs and SESP. MOUs outline how transition assessment services for students with disabilities will be provided at the local level.

Transition Services provide technical assistance to classroom teachers and VR counselors who work directly with students while continuing to work with the Division of Special Education on decreasing the dropout rate and improving postsecondary school outcomes for students with disabilities.

# Partnering

Recognizing the varying regional differences and needs of the disability community in the state of Missouri, “partnering” starts at the local/district level. VR partners with local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs) to maximize benefits for their mutual customers. VR and provider personnel cultivate relationships through two-way communication while maintaining cooperative agreements that clarify each entity’s role in consumers’ rehabilitation plans.

VR and provider staff both offer input on each other’s service delivery processes and improvement to those processes. VR furnishes division reports to providers in order to coordinate efforts in serving consumers. In addition, the division seeks assistance from provider facilities in developing strategies to reduce the number of consumers who drop out of the rehab program. To further illustrate partnering practices, providers are invited to VR training programs that are relative to CRP/SESP issues.



Heather Hemeyer (right) is a VR consumer who receives supported employment services through Choices for People Center, one of VR’s supported employment service providers located in Rolla. Gary Evans (left) is the director of Breakthrough Counseling Services in Rolla where Heather is employed.

Every other year, the division combines the VR district office Quality Assessment Reviews with CRP and SESP reviews to strengthen communication and enhance relationships. These combined reviews enable VR to maintain alignment of division goals and values with its partners.

## Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. VR and CRPs collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes.

CRPs are nonprofit organizations that are accredited by the Commission on Accreditation of Rehabilitation Facilities. They provide people with disabilities comprehensive vocational evaluations, employee development, employment skills training, employment services and employment transition services.

While the division funds a multitude of services for approximately 7,200 consumers in CRPs, it does not own or operate any of the programs. Access to community-based services for consumers in all areas of the state continues to be a division priority. As a result, all CRPs emphasize community integration.

The division appointed a team comprised of VR managers, supervisors, counselors and CRP staff to meet several times per year to develop strategies for improving community-based services for people with disabilities. This group of professionals accomplished many positive changes including the development of partnering plans at the local office level; quality improvement strategies; developing a cooperative agreement that is signed by VR and the CRPs; streamlining employment, supported employment and assessment services; and developing new and innovative approaches for services.

A complete listing of all division-approved CRPs can be found on page 34.

# Improved Availability for Supported Employment

The division provides Supported Employment (SE) services to a diverse population of consumers as indicated by Figures 4-6 (pages 18-19). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY07, 72 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 19) provides the total number of Supported Employment Service Providers (SESPs). As of FY07, all counties in Missouri are being served by SESP. This expanded coverage means more choices for consumers.

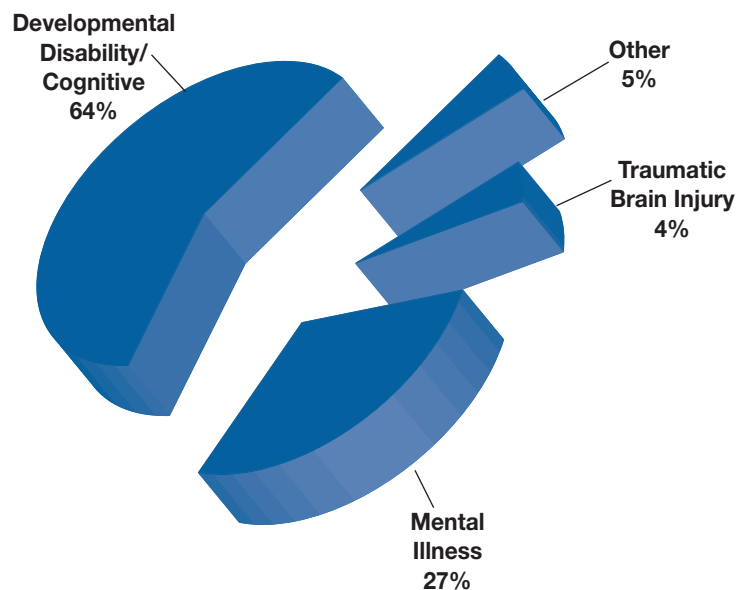


Figure 4\*\*

## Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 19) shows the average costs of services, hourly wages and other statistics for supported employment.

## Consumer Satisfaction

As noted on the chart on page 28, 97 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. In addition, 94 percent said that information and services were readily available to them.

\*\*Percentages are based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SE services.

## Improved Availability for Supported Employment (continued)

### Supported Employment Ethnicity and Gender of those Served\*\* – FY07 –

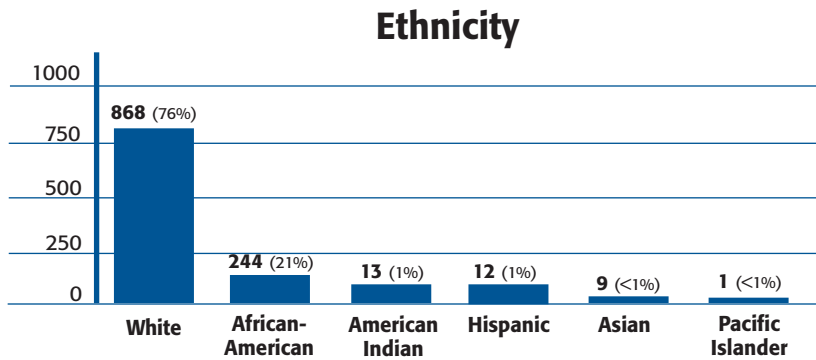


Figure 5\*\*

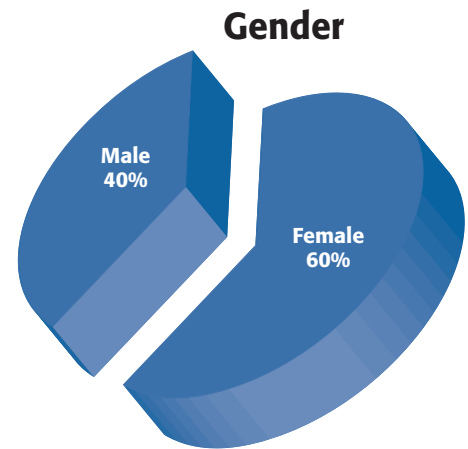


Figure 6\*\*

## Other Supported Employment Statistics

**SESPs  
Total Providers from FY03 to FY07**

Fiscal Year	Number of Providers
FY03	86
FY04	78
FY05	81
FY06	82
FY07	78

Figure 7

**Supported Employment  
Statistics  
FY07**

Average cost of job coaching services per consumer	\$2,303**
Average cost of assessment services per consumer	\$1,112**
Average cost of job development services per consumer	\$1,018**
<b>Average hourly wage per consumer</b>	<b>\$7.18</b>
<b>Average hours per week worked per consumer</b>	<b>24</b>
Success rate	72 percent**
Successful closures	831
Unsuccessful closures after services rendered	316

Figure 8

\*\*Figures are based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SE services.

# Assistive Technology

In FY07, the division provided a variety of assistive technology services, devices and equipment to 1,629 individuals for a total cost of \$3,863,163.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices could be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered mobility equipment; walkers; braces; crutches; computer equipment (e.g., adaptive keyboards, voice-activated controls and specialized software); vehicle modifications; and home modifications.

Assistive technology services include evaluation, design, customization, adaptation, maintenance, repair, therapy and technical training.

The Telecommunications Access Program (TAP) implemented by the Missouri General Assembly is an excellent resource for division counselors. This program provides adaptive equipment for persons whose disability prevents them from using traditional telephones. The program also provides telecommunications access to the Internet and e-mail in the home for individuals unable to communicate via computer due to a disability.

Within various regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the availability of assistive technology services for students in secondary education programs.
- the availability of services/vendors in particular regions.
- TAP and the demonstration equipment sites funded by the program that are located in the CILs around the state.

In April 2007, Missouri Assistive Technology sponsored the statewide Power Up 2007 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff and other professionals in the rehabilitation field. The division was an exhibitor, and its professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.

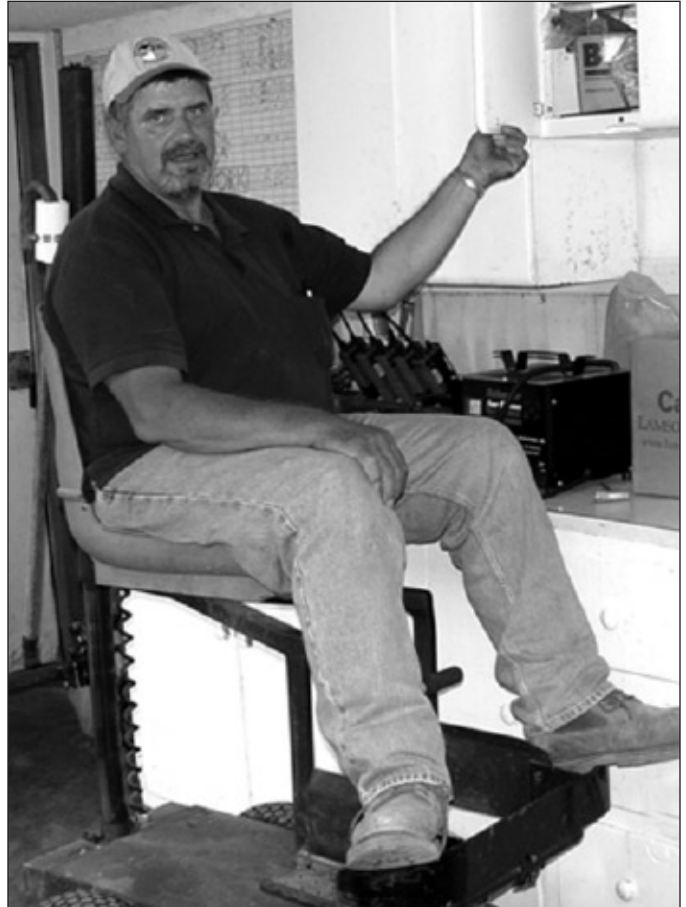


Photo courtesy of Brad Marsh, Missouri AgrAbility Project

David Hofstetter, a former VR consumer, uses a customized scooter with an elevating chair in his home and farm operation. VR funded the scooter along with other assistive devices and equipment modifications. In David's case, VR worked with the Missouri AgrAbility Project, a program that assists people with disabilities who work in agriculture.

# Underserved Populations and Workplace Diversity

Improving services for underserved populations and workplace diversity are two significant priorities for the division and the council. Figure 9 (page 22) reflects the closure percentages by race for FY06 and FY07. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are unsuccessful. The division remains committed to improving services, increasing employment outcomes and reducing the number of consumers from underserved populations who drop out prior to receiving services.

## Cultural Diversity and Underserved Populations

During FY07, the division provided joint training sessions with community rehabilitation programs on a variety of cultural diversity topics such as immigration, workplace diversity, serving diverse clientele, Hispanic diversity and communication, and issues in deaf culture.

VR conducted an analysis of need, which indicated that individuals with disabilities from Hispanic communities are underserved. The analysis also revealed that VR services are not reaching many individuals in the Hispanic population. Multiple Missouri counties have seen dramatic increases in the number of individuals from Hispanic cultures in recent years. The division continues to utilize the following strategies to address this area of need:

- The division funds two Innovation and Expansion (I&E) grants with CRPs to increase services for the Hispanic population in Missouri. These I&E grants were awarded to AO Employment Services of Springfield and Jewish Vocational Service of Kansas City. Both CRPs serve particular counties that have a high proportion of Hispanic residents. The grants facilitate outreach in the Hispanic community, cultivate new referral sources and assist individuals with employment services.
- The division continues to utilize an in-service training grant from RSA that is earmarked for staff development and outreach activities to better serve people from Hispanic and underserved communities. One of the first activities under the grant was to hire hourly, bilingual rehab technicians to work with both division and CRP staff. The techs are located in the Joplin and Kansas City Downtown VR offices, enabling them to work closely with the I&E grantees.
- The division employed a part-time diversity consultant to assist with improving services to other underserved areas, develop training programs and establish outreach strategies for consumers from diverse cultures. During FY07, the diversity consultant worked with division counselors in the southeast Missouri area to assist with serving clients from diverse cultures.
- The division assigned an advisory committee composed of CRP staff, the diversity consultant and other VR district office staff. This group meets periodically throughout the year to develop strategies for serving individuals from diverse cultures, staff development activities and outreach. The committee also assesses the future needs of underserved populations.



VR uses staff training programs to improve services to underserved populations. Standing (left to right) are Eunice Harris and Richard Presberry who conducted diversity training for VR management at Tan-Tar-A, Osage Beach in October 2007.

## Underserved Populations and Workplace Diversity (continued)

<b>Closure Percentages by Ethnicity*</b> (comparison of FY06 and FY07 consumers)						
Status	White		African-American		Other	
Successful employment outcomes	81%	82%	16%	15%	3%	3%
Closed unsuccessful after services	78%	74%	19%	23%	3%	3%
Closed after eligibility before services	74%	75%	23%	22%	3%	3%
	FY06	FY07	FY06	FY07	FY06	FY07

\*Percentages reflect the total number of consumers in each status.

Figure 9

### Diversity in the Workplace

The division continues to work hard to recruit, hire and maintain a diverse workforce. Figure 10 shows the specific categories of division employees as of Sept. 30, 2007.

The division recruits individuals with culturally diverse backgrounds. All job openings are listed with the division's and "Great Hires" Web pages, and vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCUs), such as Lincoln University in Jefferson City, Mo.; Southern University in Baton Rouge, La.; Fort Valley State College in Fort Valley, Ga.; and Mississippi State in Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs and various community programs.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 16 percent of the counselor positions are held by persons with disabilities.

In addition to the division's recruitment efforts, all staff participate in cultural diversity training. This ongoing training has received positive feedback and is an outcome of one of the Cultural Diversity Team's recommendations. Diversity training continues to be an integral part of the division's professional development activities.

### Consumer Satisfaction

The division's consumer satisfaction survey (page 28) illustrates that 91 percent of African-American consumers felt that they were treated with respect. Other results showed that 91 percent of respondents felt that they were involved in making choices about their career goals and VR services. In addition, 90 percent of African-Americans responding to the survey said that information and services were readily available.

### Employee Diversity FY07

<b>Employees with Disabilities</b>	
Counselors	16%
District and assistant supervisors	10%
Administrators	11%
Total professional staff	14%
Support staff	8%
<b>Minority Employees</b>	
Counselors	13%
African-American	11%
Other	2%
District and assistant supervisors	10%
Administrators	7%
African-American	7%
Total professional staff	12%
Support staff	19%
African-American	15%
Other	5%
<b>Employees by Gender</b>	
Counselors	
Male	22%
Female	78%
District and assistant supervisors	
Male	47%
Female	53%
Administrators	
Male	40%
Female	60%
Total professional staff	
Male	28%
Female	72%
Support staff	
Male	4%
Female	96%

Figure 10



## LOIS PRETTYMAN

WHILE SHE WAITED FOR HER NAME TO BE CALLED, LOIS PRETTYMAN BECAME OVERWHELMED BY A RUSH OF EMOTIONS. NERVOUS, ELATED, MELANCHOLY AND PROUD — ALL ARE WORDS THAT DESCRIBE HOW SHE FELT DURING THE BARNES-JEWISH COLLEGE OF NURSING AND ALLIED HEALTH HONORS CONVOCATION CEREMONY LAST MAY. LOIS GRADUATED WITH HONORS AND RECEIVED BOTH A BACHELOR OF SCIENCE DEGREE AND A CLINICAL LAB SCIENCE DEGREE.

In May 2007, Lois completed a four-year cooperative program between Barnes-Jewish Hospital and the University of Missouri-St. Louis (UMSL). She studied three years at UMSL for a medical technologist degree and completed the fourth year performing clinicals at Barnes-Jewish. She did this while maintaining a 4.0 grade point average.

However, Lois' life has not always been full of such great accomplishments. Her bipolar disorder often made it difficult for her to maintain employment.

Twenty years ago, Lois worked her way up the career ladder at a bank in Florida, but her disability affected her job performance. Her disorder became so severe that she was unable to secure successful employment. Lois was forced to seek Social Security (SS) disability benefits in 1993. That was when she first sought the help of Vocational Rehabilitation (VR).

While living in Florida, she worked with VR to obtain a degree in psychology. Yet even with a college diploma, she was not able to find suitable employment.

When her husband's company transferred him to Missouri in 1998, the family settled in Chesterfield. Still wanting to pursue a career, Lois began investigating avenues to reach her goal. She learned about the Ticket to Work program through the Internet. The Social Security Administration runs this program

for individuals who receive SS disability benefits and would like to work. Disability beneficiaries receive assistance in obtaining vocational rehabilitation and employment services.

Working through the program, Lois contacted the St. Charles VR office in 2002. She met her counselor, Lydia Mitchell, and they began career exploration and vocational planning. A vocational evaluation revealed what Lois had already known — a job in the medical field would suit her well. Lois had always wanted to work as a medical technologist, so she and Mitchell agreed on a clinical lab science program. After much research, Lois found that she could take the majority of her classes at UMSL while finishing at Barnes-Jewish.

Though VR funded her education at both schools, at times Lois paid for a portion of her books and fees. By assuming this responsibility, Mitchell knew that Lois had a "real investment in her program."

Two months before she graduated, Lois was offered a job by Barnes-Jewish Hospital. She was hired as a full-time medical technologist thanks to her strong work ethic and exceptional performance during her hematology clinical rotation. Her supervisors were flexible in scheduling part-time hours until graduation. ▶

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▷ SPOTLIGHTING LOIS PRETTYMAN AND TYRONE FLOWERS

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As a condition of employment, Lois was required to secure licensure with the American Society of Clinical Pathologists and the National Credentialing Agency. VR covered the cost for both licenses.

Lois loves her job. She enjoys working with her supervisor and everyone in the hematology department. She tests for diseases such as mononucleosis and sickle cell anemia; her extensive training and expertise enable her to recognize abnormal lab results and determine the next step to take. Lois' work is pivotal in disease diagnosis.

Mitchell has supported Lois' decisions throughout the VR process. "Lois has been a pleasure to work with," Mitchell said. "She will continue to be successful in whatever endeavors she chooses to pursue."

Lois feels strongly about the support she received from VR. "I had a very positive experience with VR,"

she said. "No one wants disability. You need to want to work and have a specific, realistic goal in mind. That is what I learned from working with VR."

Lois obviously learned much more than that. Because of her intellectual abilities, she was duly recognized throughout her academic career. She received the Dean's Honor Award for Clinical Laboratory Science, the Jean S. Schroeder Memorial Scholarship through the Clinical Laboratory Management Association and the Joyce Torrey Scholarship for Clinical Laboratory Science.

Lois gives all of the credit to her counselor and VR. "These achievements are due entirely to the help I have received from (Lydia Mitchell's) efforts through Vocational Rehabilitation," she said. "I feel excited to once again be a working, productive member of society, and I hope my future efforts will positively impact the quality of patients' lives." ○



## TYRONE FLOWERS

"I'VE NEVER PUT LIMITATIONS ON (MYSELF); I ALWAYS BELIEVED I HAD POTENTIAL TO BE THE FIRST BLACK PRESIDENT." TYRONE FLOWERS HAS LIVED THIS PHILOSOPHY ALL OF HIS LIFE. THIS TYPE OF THINKING ENABLED HIM TO ACCOMPLISH GREAT THINGS — ONE BEING THE FOUNDER OF HIGHER M-PACT, AN ORGANIZATION HE CREATED TO RESHAPE AND GUIDE THE LIVES OF HIGH-RISK URBAN YOUTH WHILE OFFERING THEM HOPE AND THE OPPORTUNITY FOR A SUCCESSFUL FUTURE.

**B**orn to teenage parents but raised by his grandparents, Tyrone's childhood was anything but stable. Thrust into the foster care system at age 7, he experienced life without direction. One bad turn of events led to another, and Tyrone found himself in the McCune School for Boys, a facility for juvenile offenders in Independence. He was only 16.

From McCune, Tyrone was placed with the

Division of Youth Services (DYS). Once released, he attended high school and began playing basketball, offering proof that he lived his life without the limitations of his upbringing.

His life philosophy would be challenged at the age of 18. In May 1988, he was shot by a teammate. Three bullets ripped through his body, leaving him paralyzed from the waist down and with limited use of his left arm. His life without limitations did ▷

not seem too promising. Or, did it?

Tyrone received physical rehabilitation at the Kansas City Rehab Institute. It was there that he became involved with Vocational Rehabilitation (VR). His counselor was Elector Anthony. Now deceased, Anthony was well-respected and loved by co-workers and VR consumers. “She believed in me,” Tyrone said. “We had a friendship.”

VR provided the resources necessary to convert Tyrone’s house into an accessible home. VR paid for a lift, a shower chair, and construction that enabled him to get into and around in his home.

Tyrone was still determined to live without limitations. The fact that he would use a wheelchair for the rest of his life did not stop him from setting and reaching goals. With help from VR, he obtained an associate degree from Penn Valley Community College in Kansas City. He then went on to receive an undergraduate degree from the University of Missouri-Columbia, majoring in sociology and minoring in psychology. VR paid for his MU education as well. From books and supplies to

I KNEW THAT HAVING  
THE HEART TO WORK  
WITH HIGH-RISK  
YOUTH WASN'T  
ENOUGH. I NEEDED  
A LAW DEGREE. . .

computers and software, VR provided assistance for anything not covered by scholarships or grants.

More than just financial support, Tyrone also received emotional support from VR. He appreciated how receptive his counselor was to his needs. “Most people want to address what they think your needs are,” he said. “She listened to what my needs were.”

“Elector became more than just a counselor,” Tyrone said. “We were two individuals talking about life, not just VR. That made it more than just services.”

As a senior at MU, Tyrone completed a practicum at the McCune School for Boys, the same facility he had been incarcerated in years ago. His life had now come full circle. He spent time with the boys, discovering that they needed someone to relate to. They just wanted to talk about everyday life.

“Some didn’t even know how to tell time,” Tyrone said. “It wasn’t because they were dumb; they had

never been taught because of their lifestyle and background.”

At the time, Tyrone didn’t realize what kind of impact he was having on the boys, and vice versa. But his passion for what he was doing gave him inspiration for the future. He decided that he wanted to develop community programs for adolescents just coming out of the juvenile justice system. He felt that high-risk youth needed a program to teach them responsibility and accountability.

“That is when I decided to go to law school,” Tyrone said. “I knew that having the heart to work with high-risk youth wasn’t enough. I needed a law degree to back it up.” He knew he had to understand the juvenile justice system from the legal perspective as well as from the personal side, and VR again provided funding for Tyrone’s continuing education.

It was during law school at MU that Higher M-Pact came about. There were children at his church without Easter baskets. “I guess that was my first fundraiser,” he said. “I needed 30 baskets, so I went to Osco’s (Drug Store) for baskets at a discount, and I asked schoolmates for donations.” He said that by the end of one lunch period, “I had enough resources to buy 120 baskets.”

By the time he received his law degree in 1998, the program had grown to surpass 1,000 baskets. He had the school’s and community’s involvement, but he knew he needed consistency to keep the program alive. He created his own business cards and named his growing program Higher M-Pact.

Today, Tyrone’s organization has a board of 20 members and revenue in excess of \$300,000, all generated through donations. His wife of 13 years, Reneé, also works at Higher M-Pact and sits on the board of directors.

As evidenced by the many awards he has received, Tyrone’s accomplishments are held in high esteem. Though he admits that receiving personal recognition from the president of the United States was an amazing feeling, the award that means the most to him is the 1993 Male Volunteer Award that he received from the Jackson County Family Court for his work at McCune.

Tyrone never dwells on his past. Instead, he uses it as a tool to be successful today. “I’m no different than the guy next to me that’s walking, but I am different,” he said. “You need to realize that people with disabilities are well capable of doing (things). It’s just going to be done differently.” ○

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# Consumer Satisfaction

The SRC's Program Evaluation Committee continues to survey and monitor consumer satisfaction. Postage-paid survey cards are mailed to a random sample of closed cases — cases closed either before or after receiving services.

Consumer feedback continued to be positive during FY07. For example, of the consumers surveyed who received services, 96 percent felt that they were treated with respect; 93 percent indicated that they were involved in making choices concerning their employment goals and services. All of the results are categorized in groups such as statewide totals, disabilities, gender, race, etc. The response rate from consumers who received services was 36 percent, up from 33 percent in FY06. Survey results are listed on page 28. Separate survey results for eligible consumers who left the program before receiving services can be found on page 29. Their response rate was 21 percent.

A sample of consumer comments taken from completed survey cards can be found below.

## FY07 CONSUMER COMMENTS

“ They gave me the courage to get a good job. The most beneficial act was the support and encouragement I found.

Very helpful and kind people who really want to help the individual move forward with their life.

VR helped me achieve my goals.

VR is a life changer!

The help I received exceeded my expectations.

I am very happy, and my experience with VR has really changed my life. ”

# Consumer Satisfaction (continued)

## Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY07)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Helped me get a job		Improved quality of life		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	682	96%	4%	93%	7%	91%	9%	93%	7%	78%	22%	88%	12%	91%	9%	87%	13%
Persons with significant disabilities*	672	96%	4%	93%	7%	91%	9%	93%	7%	78%	22%	88%	12%	92%	8%	86%	14%
Successful employment outcomes	509	97%	3%	94%	6%	93%	7%	95%	5%	84%	16%	91%	9%	94%	6%	91%	9%
Unsuccessful closures after services	173	90%	10%	87%	13%	81%	19%	84%	16%	45%	55%	71%	29%	79%	21%	64%	36%
African-Americans*	83	91%	9%	90%	10%	89%	11%	91%	9%	79%	21%	85%	15%	89%	11%	87%	13%
Males*	357	96%	4%	94%	6%	91%	9%	93%	7%	78%	22%	88%	12%	91%	9%	88%	12%
Females*	325	95%	5%	92%	8%	91%	9%	93%	7%	77%	23%	88%	12%	92%	8%	83%	17%
Supported employment employees*	144	97%	3%	94%	6%	92%	8%	91%	9%	85%	15%	87%	13%	90%	10%	87%	13%
Persons with mental retardation*	92	97%	3%	95%	5%	94%	6%	89%	11%	88%	12%	82%	18%	92%	8%	89%	11%
Persons with mental illness*	115	90%	10%	85%	15%	85%	15%	90%	10%	73%	27%	84%	16%	86%	14%	76%	24%
Persons with deafness/hard of hearing*	97	99%	1%	96%	4%	97%	3%	96%	4%	85%	15%	96%	4%	97%	3%	93%	7%
Persons with traumatic brain injury*	18	93%	7%	93%	7%	92%	8%	92%	8%	77%	23%	92%	8%	93%	7%	71%	29%
Persons with alcohol/drug dependency*	12	100%	0%	100%	0%	100%	0%	100%	0%	86%	14%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	44	90%	10%	90%	10%	83%	17%	90%	10%	71%	29%	79%	21%	83%	17%	73%	27%
Persons with orthopedic impairments*	16	95%	5%	95%	5%	88%	12%	89%	11%	72%	28%	89%	11%	91%	9%	90%	10%

\*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

\*\*Individuals who responded "NA" are not included in the percentages shown.

# Consumer Satisfaction (continued)

## Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY07)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	539	87%	13%	78%	22%	76%	24%	80%	20%	76%	24%	72%	28%
Persons with significant disabilities*	513	88%	12%	80%	20%	78%	22%	81%	19%	78%	22%	73%	27%
African-Americans*	119	91%	9%	85%	15%	87%	13%	87%	13%	83%	17%	76%	24%
Males*	282	84%	16%	78%	22%	76%	24%	77%	23%	74%	26%	68%	32%
Females*	257	90%	10%	79%	21%	77%	23%	83%	17%	79%	21%	76%	24%
Persons with mental retardation*	84	83%	17%	83%	17%	75%	25%	85%	15%	78%	22%	74%	26%
Persons with mental illness*	140	88%	12%	81%	19%	77%	23%	84%	16%	78%	22%	79%	21%
Persons with deafness/hard of hearing*	17	100%	0%	91%	9%	90%	10%	89%	11%	90%	10%	50%	50%
Persons with traumatic brain injury*	20	87%	13%	73%	27%	71%	29%	93%	7%	73%	27%	60%	40%
Persons with alcohol/drug dependency*	16	25%	75%	40%	60%	50%	50%	60%	40%	33%	67%	0%	100%
Persons with specific learning disabilities*	23	87%	13%	80%	20%	93%	7%	85%	15%	87%	13%	64%	36%
Persons with orthopedic impairments*	4	86%	14%	72%	28%	78%	22%	76%	24%	75%	25%	100%	0%

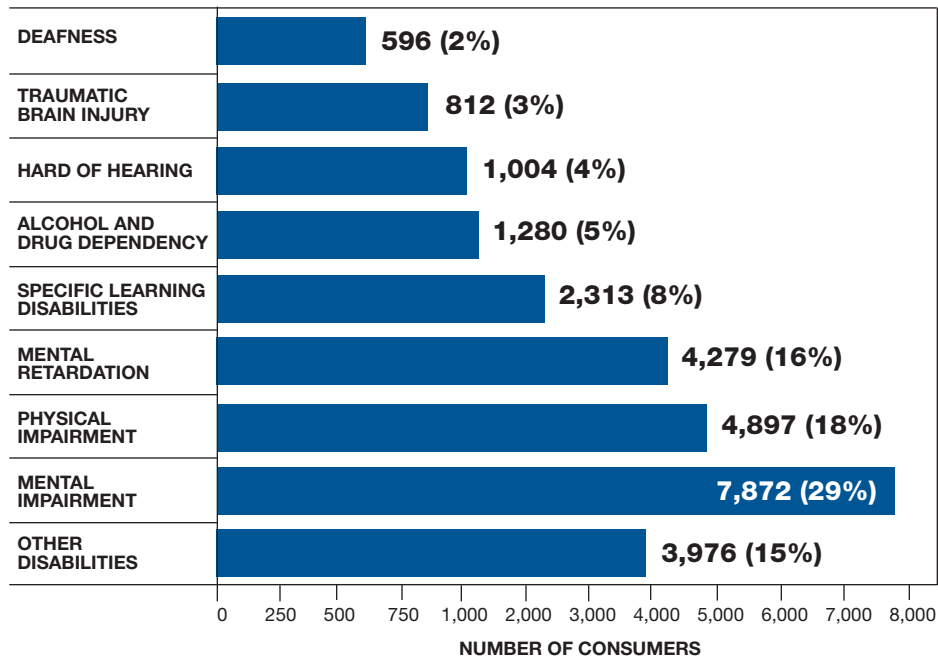
\*Total responses of eligible consumers who have left the program before receiving services.

\*\*Individuals who responded "NA" are not included in the percentages shown.

# Disability Categories OF THE 27,029 ELIGIBLE CONSUMERS

Fiscal Year 2007

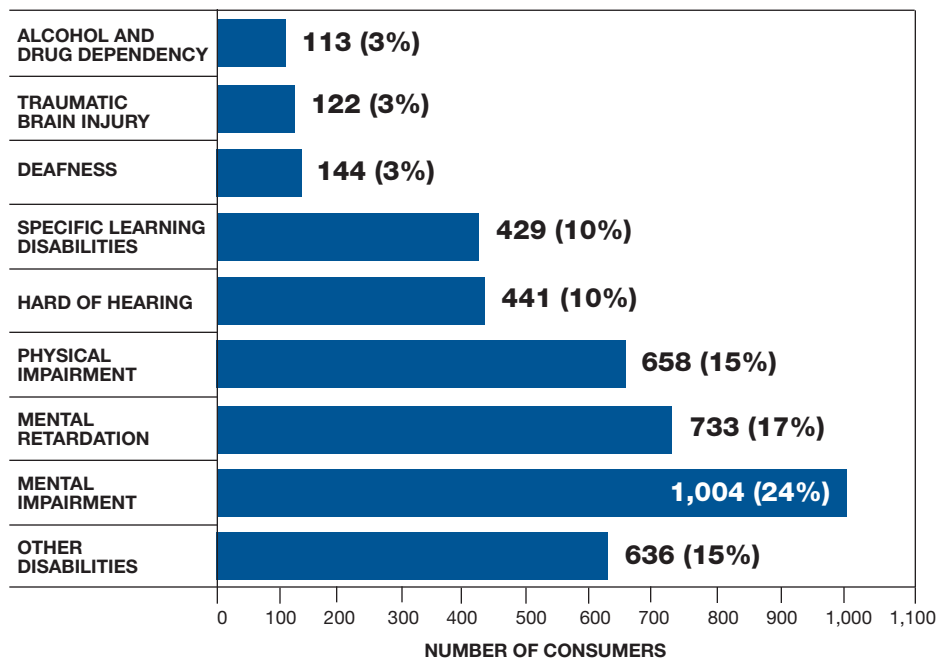
TYPES OF DISABILITY



# Disability Categories OF THE 4,280 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2007

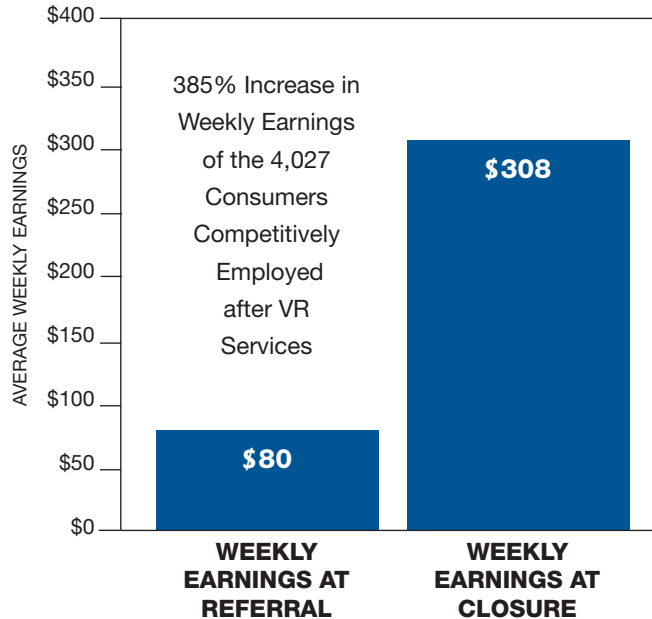
TYPES OF DISABILITY



# Impact Of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2007



With an increase in average weekly earnings of \$228 for the 4,027 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$47,744,112.

## Characteristics OF THE CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2007

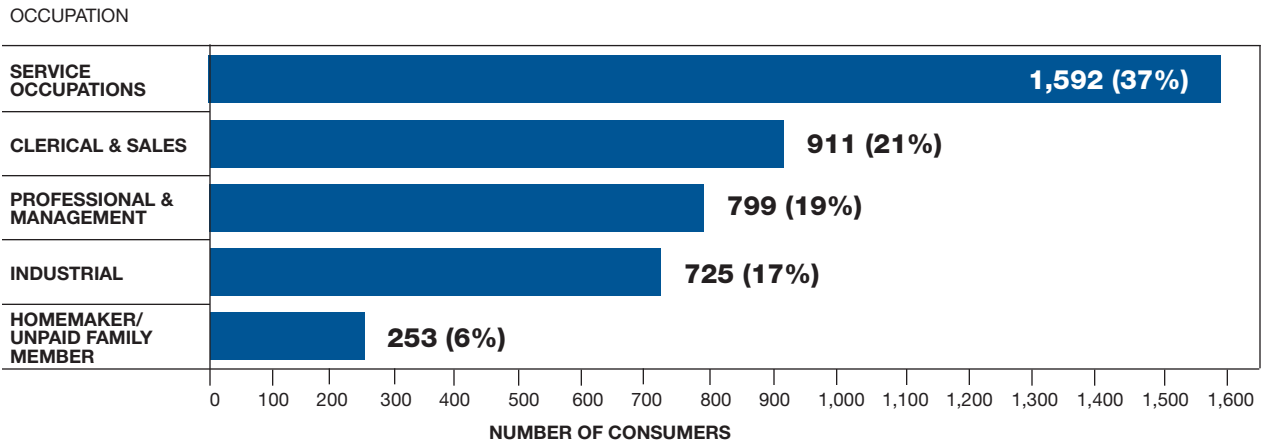
GENDER	Number	Percentage
Male	2,331	54%
Female	1,949	46%
<b>Total</b>	<b>4,280</b>	<b>100%</b>

ETHNICITY	Number	Percentage
White	3,491	82%
African-American	639	15%
Hispanic	69	1%
American Indian	52	1%
Asian	25	<1%
Pacific Islander	4	<1%
<b>Total</b>	<b>4,280</b>	<b>100%</b>

AGE	Number	Percentage
Less than 20 years	377	8%
20 through 34	1,653	39%
35 through 44	772	18%
45 through 64	1,269	30%
65 and over	209	5%
<b>Total</b>	<b>4,280</b>	<b>100%</b>

# Occupations OF 4,280 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

## Fiscal Year 2007



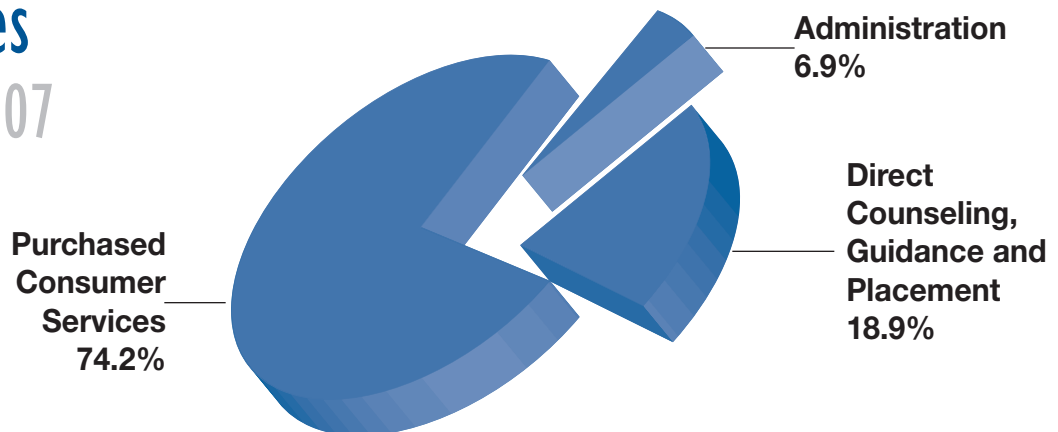
# Standards AND PERFORMANCE INDICATORS REPORT

## Fiscal Year 2007

INDICATORS	Federal Standards	Missouri VR Results
1.1 Change in Employment Outcomes	≥ previous year	+128
1.2 Percent of Employment Outcomes	55.8%	67.7%
1.3 Competitive Employment Outcomes	72.6%	94.1%
1.4 Competitive Employment Outcomes with a Significant Disability	62.4%	98.3%
1.5 Ratio of Exit Wage to State Average Pay	.52	.53
1.6 Difference in the Exiter vs. Application Income as a Single Source of Support	53%	56.1%
2.1 Service Rate of Minority to Non-Minority Individuals with Disabilities	.80	.88

# Expenditures

## Fiscal Year 2007



# Centers for Independent Living

## **Access II Independent Living Center**

611 W. Johnson Street  
Gallatin, MO 64640-1280  
Debby Hawman, Executive Director  
Phone: (660) 663-2423  
TTY: (660) 663-2663  
Fax: (660) 663-2517  
Web site: www.accessii.org

## **Boothel Area Independent Living Center**

719 Teaco Road (63857-3741)  
P.O. Box 326  
Kennett, MO 63857-0326  
Tim Shaw, Executive Director  
Phone & TTY: (573) 888-0002  
Toll free: (888) 449-0949  
Fax: (573) 888-0708  
Web site: www.bails.org

## **Delta Center for Independent Living**

5933 Highway 94 South, Suite 107  
St. Charles, MO 63304-5608  
Nancy Murphy, Executive Director  
Phone & TTY: (636) 926-8761  
Toll free: (866) 727-3245  
Fax: (636) 447-0341  
Web site: www.dcil.org

## **Disabled Citizens Alliance for Independence**

#8 Missouri Avenue (65566-8633)  
P.O. Box 675  
Viburnum, MO 65566-0675  
Rich Blakley, Executive Director  
Phone: (573) 244-5402  
TTY: (573) 244-3315  
Fax: (573) 244-5609  
E-mail: dcitizen@misn.com

## **Disability Resource Association**

420B S. Truman Boulevard  
Crystal City, MO 63019-1726  
Craig Henning, Executive Director  
Phone: (636) 931-7696  
TTY: (636) 937-9016  
Fax: (636) 937-9019  
Web site: www.disabilityresourceassociation.org

## **Heartland, Inc.**

1010 Highway 28 West  
P.O. Box 578  
Owensville, MO 65066-0578  
Goldie Parrett, Executive Director  
Phone: (573) 437-5100  
Fax: (573) 437-5111  
E-mail: hilc@fidnet.com

## **Independent Living Center of Southeast MO**

511 Cedar Street  
Poplar Bluff, MO 63901-7301  
Bruce Lynch, Executive Director  
Phone & TTY: (573) 686-2333  
Toll free: (888) 890-2333  
Fax: (573) 686-0733  
Web site: www.ilcsemo.org

## **Independent Living Resource Center**

3620 W. Truman Boulevard  
P.O. Box 6787  
Jefferson City, MO 65102-6787  
Stephanie Cox, Executive Director

Phone: (573) 556-0400  
TTY: (573) 634-3876  
Toll free: (877) 627-0400  
Fax: (573) 556-0402  
Web site: www.ilrcjcmo.org

## **Living Independently for Everyone**

725 E. Karsch Boulevard (63640-3006)  
P.O. Box 967  
Farmington, MO 63640-0967  
Tim Azinger, Executive Director  
Phone: (573) 756-4314  
TTY: (573) 760-1402  
Toll free: (800) 596-7273  
Fax: (573) 756-3507  
Web site: www.lifecilmo.org

## **Midland Empire Resources for Independent Living**

4420 S. 40th Street  
St. Joseph, MO 64503  
Debbie Merritt, Executive Director  
Phone: (816) 279-8558  
TTY: (816) 279-4943  
Toll free: (800) 242-9326  
Fax: (816) 279-1550  
Web site: www.meril.org

## **North East Independent Living Services**

142 Jaycee Drive  
Hannibal, MO 63401-3673  
Polly Nicholson, Interim Exec. Director  
Phone & TTY: (573) 221-8282  
Toll free: (877) 713-7900  
Fax: (573) 221-9445  
Web site: www.neilscenter.org

## **On My Own, Inc.**

111 N. Elm Street  
Nevada, MO 64772-2609  
Jennifer Grundy, Executive Director  
Phone: (417) 667-7007  
Toll free: (800) 362-8852  
Fax: (417) 667-6262  
Web site: www.onmyown.com

## **Ozark Independent Living**

109 Aid Avenue  
West Plains, MO 65775-3529  
Cindy Moore, Executive Director  
Phone: (417) 257-0038  
Toll free & TTY: (888) 440-7500  
Fax: (417) 257-2380  
Web site: www.ozarkcil.com

## **Paraquad, Inc.**

5240 Oakland Avenue  
St Louis, MO 63110-1436  
Bob Funk, Executive Director  
Phone: (314) 289-4200  
TTY: (314) 289-4252  
Fax: (314) 289-4201  
Web site: www.paraquad.org

## **Rural Advocates for Independent Living**

1100 S. Jamison Street  
Kirksville, MO 63501-3944  
Theresa Myers, Executive Director  
Phone: (660) 627-7245

TTY: (660) 627-0614  
Toll free: (888) 295-6461  
Fax: (660) 665-9849  
E-mail: center@cableone.net

## **SEMO Alliance for Disability Independence, Inc.**

121 S. Broadview Street, Suite 12  
Cape Girardeau, MO 63703-5702  
Miki Guderemuth, Executive Director  
Phone & TTY: (573) 651-6464  
Toll free: (800) 898-7234  
Fax: (573) 651-6565  
Web site: www.sadi.org

## **Services for Independent Living**

1401 Hathman Place  
Columbia, MO 65201-5552  
Aimee Wehmeier, Executive Director  
Phone: (573) 874-1646  
TTY: (573) 874-4121  
Fax: (573) 874-3564  
Web site: www.silcolumbia.org

## **SW Center for Independent Living**

2864 S. Nettleton Avenue  
Springfield, MO 65807-5970  
Gary Maddox, Executive Director  
Phone & TTY: (417) 886-1188  
Toll free: (800) 676-7245  
Fax: (417) 886-3619  
Web site: www.swcil.org

## **The Independent Living Center, Inc.**

1001 E. 32nd Street  
Joplin, MO 64804-2809  
Jeff Flowers, Executive Director  
Phone: (417) 659-8086  
TTY: (417) 659-8702  
Toll free: (800) 346-8951  
Fax: (417) 659-8087  
Web site: www.ilcenter.org

## **The Whole Person, Inc.**

3420 Broadway, Suite 105  
Kansas City, MO 64114  
David Robinson, Executive Director  
Phone: (816) 561-0304  
TTY: (816) 627-2201  
Toll free: (800) 878-3037  
Fax: (816) 753-8163  
Web site: www.thewholeperson.org

## **Tri-County Center for Independent Living**

1420 Highway 72 East  
Rolla, MO 65401  
Victoria Evans, Executive Director  
Phone & TTY: (573) 368-5933  
Fax: (573) 368-5991  
Web site: www.tricountycenter.com

## **West-Central Independent Living Services**

710 N. College, Suite D  
Warrensburg, MO 64093-1220  
Lyman Trachsler, Executive Director  
Phone: (660) 422-7883  
TTY: (660) 422-7894  
Toll free: (800) 236-5175  
Fax: (660) 422-7895  
Web site: www.w-ils.org

# Community Rehabilitation Program Providers

## **Adult Vocational Services of Jefferson County, Inc.**

12 Municipal Drive, Suite A  
Arnold, MO 63010-1036  
Annette Kendrick, Director  
Phone: (636) 282-0593  
Fax: (636) 282-4477  
E-mail: amkendrick@dsjc.org

## **AO Employment Services**

2626 W. College Road  
Springfield, MO 65802-4637  
Bontiea Goss, Chief Operating Officer  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
Web site: www.aoinc.org

- *Camdenton Satellite*  
Camdenton, MO
- *Cape Girardeau Satellite*  
Cape Girardeau, MO
- *Farmington Satellite*  
Farmington, MO
- *Joplin Satellite*  
Joplin, MO
- *Lake St. Louis Satellite*  
Lake St. Louis, MO
- *Nevada Satellite*  
Nevada, MO
- *Poplar Bluff Satellite*  
Poplar Bluff, MO
- *Rolla Satellite*  
Rolla, MO
- *St. Louis Satellite*  
St. Louis, MO
- *St. Louis South Satellite*  
Sunset Hills, MO
- *Springfield Satellite*  
Springfield, MO
- *West Plains Satellite*  
West Plains, MO

## **Center for Human Services – CHS Jobs**

1500 Ewing Drive  
Sedalia, MO 65301-2396  
Roger A. Garlich, Executive Director/CEO  
Phone: (660) 827-2100  
Fax: (660) 827-3034  
Web site: www.chs-mo.org

## **Independence Center**

4245 Forest Park Avenue  
St. Louis, MO 63108-2810  
Mike Keller, Executive Director  
Phone: (314) 533-4245  
Fax: (314) 533-7773  
Web site: www.independencecenter.org

## **Jewish Vocational Service**

1608 Baltimore Avenue  
Kansas City, MO 64108-1303

Joy Foster, Executive Director  
Phone: (816) 471-2808  
TTY: (816) 471-7461  
Fax: (816) 471-2930  
Web site: www.jvskc.org

## **Job Point**

2116 Nelwood Drive  
Columbia, MO 65202-2309  
Michael C. Fester, President/CEO  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: www.jobpointmo.org

- *Job Point East Branch*  
Wright City, MO
- *Job Point North Branch*  
Moberly, MO
- *Job Point Resource Center Branch*  
Columbia, MO
- *Job Point South Branch*  
Jefferson City, MO
- *Job Point West Central Branch*  
Sedalia, MO
- *Job Point Wilkes Center Branch*  
Columbia, MO

## **Kirksville Area Technical Center**

1103 S. Cottage Grove Avenue  
Kirksville, MO 63501-3977  
Terri Jones, Director  
Phone: (660) 665-2865  
Fax: (660) 626-1477  
Web site: www.kirksville.k12.mo.us/Tech\_Center/

## **MERS/Missouri Goodwill Industries**

Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103-1703  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*  
Cape Girardeau, MO
- *MERS Goodwill Farmington*  
Farmington, MO
- *MERS Goodwill Franklin County Area*  
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*  
Brentwood, MO
- *MERS Goodwill North County Area*  
Florissant, MO
- *MERS Goodwill Poplar Bluff*  
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*  
St. Charles, MO

- *MERS Goodwill South County Area*  
St. Louis, MO
- *MERS Goodwill Springfield*  
Springfield, MO

## **Missouri Rehabilitation Center**

600 N. Main  
Mt. Vernon, MO 65712-1004  
Steve Patterson, Director Operations  
Phone: (417) 466-3711  
TTY: (800) 735-2966  
Fax: (417) 461-5770  
Web site: www.muhealth.org/morehab

## **The Center for Head Injury Services**

11786 Westline Industrial Drive  
St. Louis, MO 63146-3402  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
Web site: www.headinjuryctr-stl.org

## **The Helping Hand of Goodwill Industries**

1817 Campbell Street  
Kansas City, MO 64108-1739  
Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-2632  
Web site: www.mokangoodwill.org

- *Chillicothe Satellite*  
Chillicothe, MO
- *St. Joseph Satellite*  
St. Joseph, MO

## **The Rehabilitation Institute**

3011 Baltimore  
Kansas City, MO 64108-3403  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
Web site: www.rehabkc.org

- *Independence Satellite*  
Independence, MO
- *St. Joseph Satellite*  
St. Joseph, MO
- *Warrensburg Satellite*  
Warrensburg, MO

## **Truman Employment Service**

2211 Charlotte  
Kansas City, MO 64108-2733  
John Bluford, Chief Executive Officer  
Phone: (816) 404-3500  
Fax: (816) 404-3508  
Web site: www.trumed.org

# Supported Employment Service Providers

## **Adult Vocational Services of Jefferson County, Inc.**

12 Municipal Drive, Suite A  
Arnold, MO 63010-1036  
Annette Kendrick, Director  
Phone: (636) 282-4477  
Fax: (636) 282-0843  
E-mail: amkendrick@dsjc.org

## **Alternative Community Training, Inc.**

2200 Burlington Street  
Columbia, MO 65202-1987  
Mark Hassemer, Executive Director  
Phone: (573) 474-9446  
TTY: (573) 474-1199  
Fax: (573) 474-7458  
Web site: www.actservices.org

## **AO Employment Services**

2626 W. College Road  
Springfield, MO 65802-4637  
Bontiea Goss, Chief Operating Officer  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
Web site: www.aoinc.com

- *Camdenton Satellite*  
Camdenton, MO
- *Cape Girardeau Satellite*  
Cape Girardeau, MO
- *Farmington Satellite*  
Farmington, MO
- *Joplin Satellite*  
Joplin, MO
- *Lake St. Louis Satellite*  
Lake St. Louis, MO
- *Nevada Satellite*  
Nevada, MO
- *Poplar Bluff Satellite*  
Poplar Bluff, MO
- *Rolla Satellite*  
Rolla, MO
- *St. Louis Satellite*  
St. Louis, MO
- *St. Louis South Satellite*  
Sunset Hills, MO
- *Springfield Satellite*  
Springfield, MO
- *West Plains Satellite*  
West Plains, MO

## **Arthur Center**

321 W. Promenade Street  
Mexico, MO 65265-2719  
Terry Mackey, President  
Phone: (573) 582-1234  
Fax: (573) 582-7304  
E-mail: tmackey@arthurcenter.com

- *Fulton Satellite*  
Options Unlimited  
Fulton, MO

- *Mexico Satellite*  
Options Unlimited  
Mexico, MO

## **Assisted Independence, Inc.**

2400 Frederick Avenue, Suite 400  
St. Joseph, MO 64506  
Rolla G. Johnson, Jr., President  
Phone: (816) 671-1225  
Fax: (816) 671-0498  
E-mail: assistedindependence@hotmail.com

## **Audrain Handicapped Services**

308 E. Jackson Street  
Mexico, MO 65265-2823  
Tim M. Crews, Executive Director  
Phone: (573) 581-8210  
Fax: (573) 581-5204  
E-mail: tmcrews@ahs.net

- *ACES (Audrain County Supported Employment Services)*  
Mexico, MO

## **Casco Area Workshop, Inc.**

1800 W. Vine Street  
Harrisonville, MO 64701-4022  
Peggy Kutchback, Executive Director  
Phone: (816) 380-7359  
Fax: (816) 380-7363  
E-mail: casco-aw@embarqmail.com

## **Center for Human Services – CHS Jobs**

1500 Ewing Drive  
Sedalia, MO 65301-2396  
Roger A. Garlich, Executive Director/CEO  
Phone: (660) 826-4400  
Fax: (660) 827-3034  
Web site: www.chs-mo.org

## **Choices for People Center for Citizens with Disabilities**

1815 Forum Drive  
Rolla, MO 65401-4511  
Bob Pellegrin, Executive Director  
Phone: (573) 364-7444  
TTY: (800) 735-2966  
Fax: (573) 364-5370  
Web site: www.choicesforpeoplecenter.org

## **College for Living**

Paraquad  
5240 Oakland Avenue  
St. Louis, MO 63110-1436  
Guan Hollins, Director  
Phone: (314) 289-4220  
Fax: (314) 567-1559  
E-mail: ghollins@paraquad.org

## **Community Employment, Inc.**

1774 1/2 S. Grant Avenue  
Springfield, MO 65807-1959  
Jenny Smith, General Manager

Phone: (417) 869-4906 or (417) 869-4907  
Fax: (417) 869-4840  
E-mail: jenny@communityemploymentinc.com  
• *Joplin Satellite*  
Joplin, MO

## **Community Health Plus, BJC Behavioral Health**

1430 Olive, Suite 500  
St. Louis, MO 63103-2377  
Mark Stansberry, Executive Director  
Phone: (314) 206-3700  
TTY: (314) 206-3837  
Fax: (314) 206-3708  
Web site: www.bjc.org

## **Community Living, Inc.**

1040 St. Peters Howell Road  
St. Peters, MO 63376-5259  
Barb Griffith, Executive Director  
Phone: (636) 970-2800  
Fax: (636) 970-2810  
Web site: www.cliservices.org

## **Community Opportunities**

44 Opportunity Court  
P.O. Box 420  
Troy, MO 63379-0420  
Mary Sullivan-Thomas, Executive Director  
Phone: (636) 462-7695  
Fax: (636) 528-5514  
E-mail: mary@macdds.org

## **Community Options**

801-B Washington Street  
Chillicothe, MO 64601-2231  
Joyce Jacobs, Executive Director  
Phone: (660) 646-0109  
Fax: (660) 646-2808  
E-mail: jds@cmuonline.net

## **Comprehensive Mental Health Services, Inc.**

10901 E. Winner Road (64052-3755)  
P.O. Box 520169  
Independence, MO 64052-0169  
William H. Kyles, President/CEO  
Phone: (816) 254-3652  
Fax: (816) 257-2575  
Web site: www.thecmhs.com

## **Developmental Center of the Ozarks**

1545 E. Pythian Street  
Springfield, MO 65802-2139  
Allan McKelvy, Executive Director  
Phone: (417) 829-0850  
TTY: (417) 831-1545  
Fax: (417) 831-7539  
Web site: www.dcoonline.com

- *Taney County Satellite*  
Branson, MO

# Supported Employment Service Providers (continued)

## Diverse Options

807 Gulf Street (64759-1238)  
P.O. Box 562  
Lamar, MO 64759-0562  
Melinda Wilson, CEO  
Phone: (417) 682-5260  
Fax: (417) 682-5260  
E-mail: diverseopt@sbcglobal.net

## Employment Solutions

1501 E. Pythian Street  
Springfield, MO 65802-2139  
Gene Barnes, President/CEO  
Phone: (417) 864-7887  
Fax: (417) 864-4307  
E-mail: gbarnes@thearcoftheozarks.org

- Bolivar Satellite  
Bolivar, MO
- Monett Satellite  
Monett, MO

## Endless Options, Inc.

222 E. Davis Street  
Fayette, MO 65248-1430  
Debra Miller, Executive Director  
Phone: (660) 248-5233  
Fax: (660) 248-3779  
E-mail: endlessoptions@sbcglobal.org

## High Hope Employment Services, Inc.

P.O. Box 67  
Milan, MO 63556-0067  
Kim Kriegel, Executive Director  
Phone: (660) 265-4614  
Fax: (660) 265-3016  
E-mail: kimkriegel@alltel.net

## Ideal Employment Services

601 N. Thornton Street  
Richmond, MO 64085-1459  
Bob McCorkendale, Manager Director  
Phone: (816) 470-7137  
Fax: (816) 776-8935  
E-mail: rmcork@accessmo.us

## Independence Center

4245 Forest Park Avenue  
St. Louis, MO 63108-2810  
Mike Keller, Executive Director  
Phone: (314) 533-4245  
Fax: (314) 533-7773  
Web site: www.independencecenter.org

## JESS

7020 Chippewa Street  
St. Louis, MO 63119-5602  
Mary Davies, Acting Executive Director  
Phone: (314) 644-1913  
Fax: (314) 644-0461  
Web site: www.jessinc.org

- St. Peters Satellite  
St. Peters, MO

## Job Point

2116 Nelwood Drive  
Columbia, MO 65202-2309  
Michael C. Fester, President/CEO  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: www.jobpointmo.org

- Job Point East Branch  
Wright City, MO
- Job Point North Branch  
Moberly, MO
- Job Point Resource Center Branch  
Columbia, MO
- Job Point South Branch  
Jefferson City, MO
- Job Point West Central Branch  
Sedalia, MO

## Judevine Center for Autism

4011 Papin Street  
St. Louis, MO 63110-1731  
Rebecca Blackwell, Executive Director  
Phone: (314) 432-6200  
Fax: (314) 849-2721  
Web site: www.judevine.org

## Learning Opportunities Quality Works, Inc.

P.O. Box 254  
Monroe City, MO 63456-0254  
Wendy Hays, Executive Director  
Phone: (573) 735-4282  
Fax: (573) 735-2580  
Web site: www.loqw.com

- Hannibal Satellite  
Hannibal, MO
- Kirksville Satellite  
Kirksville, MO

## Life Skills Foundation

10176 Corporate Square Drive,  
Suite 100  
St. Louis, MO 63132-2924  
Wendy Sullivan, President  
Phone: (314) 567-7705  
Fax: (314) 567-6539  
Web site: www.lifeskills-stl.org

- St. Charles Satellite  
St. Charles, MO

## MERS/Missouri Goodwill Industries

Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103-1703  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: www.mersgoodwill.org

- MERS Goodwill Cape Girardeau  
Cape Girardeau, MO

- MERS Goodwill Farmington  
Farmington, MO
- MERS Goodwill Franklin County Area  
Washington, MO
- MERS Goodwill Mid County Lippman Ctr.  
Brentwood, MO
- MERS Goodwill North County Area  
Florissant, MO
- MERS Goodwill Poplar Bluff  
Poplar Bluff, MO
- MERS Goodwill St. Charles Area  
St. Charles, MO
- MERS Goodwill South County Area  
St. Louis, MO
- MERS Goodwill Springfield  
Springfield, MO

## Pathways Community Behavioral Healthcare, Inc.

1800 Community Drive  
Clinton, MO 64735-8804  
Mel Fetter, President/CEO  
Phone: (660) 885-8131  
Fax: (660) 885-2393  
Web site: www.pathwaysonline.org

## Pike County Agency for Developmental Disabilities

900 Independence Drive  
Bowling Green, MO 63334-2440  
Betsy Barnes, Executive Director  
Phone: (573) 324-5493  
TTY: (573) 324-3553  
Fax: (573) 324-6391  
E-mail: bbarnespadd@sbcglobal.net

## Rediscover

901 N.E. Independence Avenue  
Lee's Summit, MO 64086-5544  
Alan Flory, President  
Phone: (816) 246-8000  
Fax: (816) 246-8207  
E-mail: allflory@rediscovermh.org

- South Satellite  
Kansas City, MO

## The Center for Head Injury Services

11786 Westline Industrial Drive  
St. Louis, MO 63146-3402  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
Web site: www.headinjuryctr-stl.org

## The Helping Hand of Goodwill Industries

1817 Campbell Street  
Kansas City, MO 64108-1739  
Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-2632

## Supported Employment Service Providers (continued)

Web site: [www.mokangoodwill.org](http://www.mokangoodwill.org)

- *St. Joseph Satellite*  
St. Joseph, MO

### **The Rehabilitation Institute**

3011 Baltimore  
Kansas City, MO 64108-3403  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
Web site: [www.rehabkc.org](http://www.rehabkc.org)

- *Independence Satellite*  
Independence, MO
- *Warrensburg Satellite*  
Warrensburg, MO

### **St. Louis ARC**

1816 Lackland Hill Parkway, Suite 200  
St. Louis, MO 63146  
Kathleen Meath, Executive Director  
Phone: (314) 569-2211  
TTY: (314) 569-2010  
Fax: (314) 569-0778  
Web site: [www.slarc.org](http://www.slarc.org)

### **Tri-County Mental Health Services, Inc.**

3100 N.E. 83rd Street, Suite 1001  
Kansas City, MO 64119-4460  
Thomas Cranshaw, CEO  
Phone: (816) 468-7088  
Fax: (816) 468-6635  
Web site: [www.tri-countymhs.org](http://www.tri-countymhs.org)

### **Truman Employment Service**

2211 Charlotte  
Kansas City, MO 64108-2733  
John Bluford, President/Chief  
Executive Officer  
Phone: (816) 404-3500  
Fax: (816) 404-3508  
Web site: [www.trumed.org](http://www.trumed.org)

### **United Cerebral Palsy of Northwest Missouri**

3303 Frederick Avenue  
St. Joseph, MO 64506  
Teresa Gagliano, Executive Director  
Phone: (816) 364-3836 or (800) 404-1844  
Fax: (816) 390-8546  
Web site: [www.ucpnwmo.org](http://www.ucpnwmo.org)

### **United Cerebral Palsy of Greater St. Louis**

8645 Old Bonhomme Road  
University City, MO 63132-3901  
Richard Forkosh, Executive Director  
Phone: (314) 994-1600  
Fax: (314) 781-1129  
Web site: [www.ucpstl.org](http://www.ucpstl.org)

### **Unlimited Opportunities, Inc.**

1620 W. Ashley Road (65233-2740)  
P.O. Box 239  
Boonville, MO 65233-0239  
Vicki McCarrell, Executive Director  
Phone: (660) 882-5576  
TTY: (660) 882-8339  
Fax: (660) 882-7483  
Web site: [www.uoi.org](http://www.uoi.org)

### **Vocational Services, Inc.**

935 S. Kent  
Liberty, MO 64068-2236  
Randy Hylton, Executive Director  
Phone: (816) 781-6292  
Fax: (816) 781-8797  
Web site: [www.vsiserve.org](http://www.vsiserve.org)

# Vocational Rehabilitation Offices

## **Cape Girardeau VR**

3102 Blattner Drive, Suite 103 (63703-6326)  
P.O. Box 1087  
Cape Girardeau, MO 63702-1087  
Phone: (573) 290-5788  
Fax: (573) 290-5921  
Toll free: (877) 702-9883  
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Ron Parker, Supervisor

## **Central Office VR**

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Toll free: (877) 222-8963  
TTY: (573) 751-0881  
C. Jeanne Loyd, Assistant Commissioner

## **Chillicothe VR**

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Chillicothe, MO 64601-3919  
Phone: (660) 646-1542  
Fax: (660) 646-9741  
Toll free: (866) 572-4049  
Robert Zirfas, Supervisor

## **Columbia VR**

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Fax: (573) 884-5250  
Toll free: (877) 222-8961  
TTY: (573) 882-9117  
Duane Shumate, Supervisor

## **Farmington VR**

901 Progress Drive (63640-9102)  
P.O. Box 230  
Farmington, MO 63640-0230  
Phone: (573) 218-6100  
Fax: (573) 218-6107  
Toll free: (800) 640-7110  
TTY: (573) 218-6119  
Jesse Sitzes, Supervisor

## **Hannibal VR**

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Fax: (573) 248-2409  
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Jo Moncrief, Supervisor

## **Jefferson City VR**

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Fax: (573) 526-4474  
Toll free: (866) 661-9106  
Neil Harms, Supervisor

## **Joplin VR**

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Fax: (417) 629-3148  
Toll free: (877) 222-8964  
Karla Bunch, Supervisor

## **Kansas City Downtown VR**

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Fax: (816) 889-2586  
Teresa Nianga, Supervisor

## **Kansas City East VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063-1842  
Phone: (816) 622-0600  
Fax: (816) 622-0610  
Jay Robertson, Supervisor

## **Kansas City North VR**

310 N.W. Englewood Road,  
Suite 300  
Gladstone, MO 64118-4025  
Phone: (816) 467-7900  
Fax: (816) 467-7924  
Toll free: (877) 270-0198  
TTY: (877) 270-0201  
James Ankrom, Supervisor

## **Kansas City Transition VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063-1842  
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Fax: (816) 622-0618  
Tamara Jaekels, Supervisor

## **Kirksville VR**

1612 N. Osteopathy, Suite B  
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Fax: (660) 785-2552  
Toll free: (877) 222-8962  
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## **Nevada VR**

621 E. Highland, Suite 2  
Nevada, MO 64772-1088  
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Fax: (417) 448-1351  
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Raymond Drake, Supervisor

## **Poplar Bluff VR**

1903 Northwood Drive, Suite 3  
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Fax: (573) 840-9551  
Toll free: (800) 281-9894  
Donna Knodell, Supervisor

## **Rolla VR**

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Rolla, MO 65401-0550  
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Fax: (573) 368-2382  
Toll free: (800) 890-2867  
Clarissa White, Supervisor

## **Sedalia VR**

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Fax: (660) 530-5567  
Toll free: (800) 924-0419  
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## **Springfield North VR**

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Phone: (417) 895-5863  
Fax: (417) 895-5869  
Toll free: (877) 222-8965  
TTY: (417) 895-7934  
Anita Michel, Supervisor

## **Springfield South VR**

1735 W. Catalpa, Suite C  
Springfield, MO 65807-1243  
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Fax: (417) 895-5725  
Toll free: (877) 222-8967  
Kim Conrad, Supervisor

## **St. Charles VR**

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St. Charles, MO 63301-4096  
Phone: (636) 940-3300  
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Janis Miller, Supervisor

## **St. Joseph VR**

State Office Building  
525 Jules, Room 201  
St. Joseph, MO 64501-1900  
Phone: (816) 387-2280  
Fax: (816) 387-2089  
Toll free: (877) 702-9876  
Yvonne Wright, Supervisor

## **St. Louis Downtown VR**

220 S. Jefferson, Suite 110  
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Jeather Smith, Supervisor

## Vocational Rehabilitation Offices (continued)

### **St. Louis North VR**

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Florissant, MO 63033-6767  
Phone: (314) 877-3200  
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Sam Townsend, Supervisor

### **St. Louis South VR**

3248 Laclede Station Road  
St. Louis, MO 63143-3709  
Phone: (314) 877-1900  
Fax: (314) 877-1920  
Toll free: (877) 222-8968  
Karen Klenke/Toby Eckert, Supervisors

### **St. Louis West/Transition VR**

9900 Page Avenue, Suite 104 (63132-1438)  
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Jay Mendell, Supervisor

### **West Plains VR**

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West Plains, MO 65775-5900  
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Toll free: (877) 222-8959  
Charles Kimberlin, Supervisor

# Listing of Acronyms

<b>ADs</b>	Assistant Directors
<b>ADA</b>	Americans with Disabilities Act
<b>ASL</b>	American Sign Language
<b>BLN</b>	Business Leadership Network
<b>CAJT</b>	Community Access and Job Training
<b>CAP</b>	Client Assistance Program
<b>CE</b>	Consultative Examination
<b>CILs</b>	Centers for Independent Living
<b>CMS</b>	Center for Medicare and Medicaid Services ( <i>previously known as Health Care Financing Administration – HCFA</i> )
<b>CO</b>	Central Office
<b>COOP</b>	Cooperative Work Experience Program
<b>CRC</b>	Certified Rehabilitation Counselor
<b>CRPs</b>	Community Rehabilitation Programs
<b>CSAVR</b>	Council of State Administrators of Vocational Rehabilitation
<b>CWIC</b>	Community Work Incentive Coordinator
<b>DDS</b>	Disability Determination Services
<b>DESE</b>	Department of Elementary and Secondary Education
<b>DHSS</b>	Department of Health and Senior Services
<b>DMH</b>	Department of Mental Health
<b>DOs</b>	District Offices
<b>DOLIR</b>	Department of Labor and Industrial Relations
<b>DSE</b>	Division of Special Education
<b>DSU</b>	Designated State Unit ( <i>Voc Rehab</i> )
<b>DVR</b>	Division of Vocational Rehabilitation
<b>DWD</b>	Division of Workforce Development
<b>DYS</b>	Division of Youth Services
<b>EEOC</b>	Equal Employment Opportunity Commission
<b>FOs</b>	Field Offices
<b>FTEs</b>	Full-Time Equivalents ( <i>Full-Time Employees</i> )
<b>HBCUs</b>	Historically Black Colleges and Universities
<b>HR</b>	Human Resources
<b>I&amp;E Grants</b>	Innovation and Expansion Grants
<b>IDEA</b>	Individuals with Disabilities Education Act
<b>IHOs</b>	Impartial Hearing Officers
<b>IL</b>	Independent Living
<b>IPE</b>	Individualized Plan of Employment
<b>IT</b>	Information Technology
<b>LCSW</b>	Licensed Clinical Social Worker
<b>LPC</b>	Licensed Practical Counselor
<b>LWIB</b>	Labor and Workforce Investment Board
<b>MC</b>	Medical Consultant
<b>MDVR</b>	Missouri Division of Vocational Rehabilitation
<b>MoRIS</b>	Missouri Rehabilitation Information System
<b>MoTAP</b>	Missouri Transition Alliance Partnership
<b>MOUs</b>	Memorandums of Understanding
<b>MRA</b>	Missouri Rehabilitation Association
<b>MSD</b>	Most Significantly Disabled
<b>MTEC</b>	Missouri Training and Education Council
<b>NIDRR</b>	National Institute on Disability and Rehabilitation Research

## Listing of Acronyms (continued)

<b>OA</b>	Office of Administration
<b>OSEP</b>	Office of Special Education Programs
<b>OSERS</b>	Office of Special Education and Rehabilitation Services
<b>QAR</b>	Quality Assessment Review
<b>RCEP</b>	Rehabilitation Continuing Education Program
<b>RO</b>	Regional Office
<b>RSA</b>	Rehabilitation Services Administration
<b>SAM II</b>	Statewide Advantage for Missouri ( <i>Missouri's integrated financial, HR and payroll system</i> )
<b>SESPs</b>	Supported Employment Service Providers
<b>SILC</b>	State Independent Living Council
<b>SD</b>	Significantly Disabled
<b>SE</b>	Supported Employment
<b>SR</b>	Success Rate
<b>SRC</b>	State Rehabilitation Council
<b>SS</b>	Social Security
<b>SSA</b>	Social Security Administration
<b>STATUS 08</b>	Case Closure after Referral for Services
<b>STATUS 26</b>	Successful Employment Case Closure
<b>STATUS 28</b>	Case Closure Not Rehabilitated after IPE
<b>STATUS 30</b>	Case Closure Not Rehabilitated before IPE
<b>TAP</b>	Telecommunications Access Program
<b>UMSL</b>	University of Missouri-St. Louis
<b>VA</b>	Veterans Administration
<b>VR</b>	Vocational Rehabilitation
<b>WIA</b>	Workforce Investment Act of 1998
<b>WIPA</b>	Work Incentives Planning and Assistance